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A LETTER FROM THE FOUNDER

William James, the father of American psychology once said "The deepest craving of human nature is the need to be appreciated."

Now more than ever, this still remains true. People want to know that they matter, that their contributions have not gone unnoticed and that they're making a positive impact within their social circle, at home and at their place of work.

This quote continues to resonate with me when I think of Administrative Professionals. For the first year in Chicago, it is our incredible honor to shine a bright light on Administrative Professionals and their invaluable contributions to their companies through The Admin Awards program. As the proud daughter of an Executive Secretary, it's my tremendous honor to recognize people like my Mother, Jeannette Castellano, who have dedicated their careers to serving as the backbone of their organizations.

As we continue our mission of bringing unbridled recognition of Administrative Professionals to cities across the U.S., we are deeply grateful to those that have taken the time to show their appreciation by participating in the nominations process. We continue to be reminded that the moment an Admin receives notification that they've been nominated for an Admin Award, is the instant that both their heart and mind fully know that the work they're doing is truly making an impact - a moment which could not happen without the support of their executives and coworkers.

While each Admin Awards program produces an incredibly impressive list of finalists and winners, more importantly, the Admin Awards brings joy to thousands of people each year. Thank you, once again, for your continued support as we honor and celebrate another year of superb administrative talent!

With gratitude,

Sunny Nunan
Founder of The Admin Awards &
Daughter of an Executive Secretary

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2019 JUDGES

Colleen Barrett
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REAL PEOPLE

REAL CONVERSATIONS

REAL ISSUES

REAL CHANGE



Congratulations
Sharon Jones
On becoming a 2019 Chicagoland Admin Awards
"Loyalty Award" Finalist!

Thank you for exemplifying TPC's core values of integrity, dedication and hard work.

WINNER



Ike Saunders

JOSEPH P. KENNEDY ENTERPRISES, INC.

{ THE COLLEEN BARRETT AWARD FOR ADMINISTRATIVE EXCELLENCE }

Ike Saunders is the Executive and Personal Assistant to Chris Kennedy and his wife, Sheila Berner Kennedy. This June, Ike will celebrate ten years in that role, which he began when Chris was President of The Merchandise Mart. Chris currently oversees various real estate developments, including the Kennedy Family's billion-dollar development, Wolf Point, in Chicago. Chris serves on various local, national, and global corporate, civic, and nonprofit boards, including the nonprofit he and Sheila founded, Top Box Foods. In February 2017, Ike took on the role of campaign scheduler during Chris' 13-month gubernatorial campaign. Ike is a Founder of Regional Executive Assistants' Cocktail Hour, a member of New York Celebrity Assistants, and has spoken at various assistant conferences, including Behind Every Leader and the Executive Support Leadership Forum. Ike volunteers with Free Mom Hugs, a group of affirming parents and allies who love their LGBTQ kids unconditionally and take hugs of love and acceptance to others. Ike performs as a drag queen occasionally, and one of his favorite memories of Chris and Sheila that illustrates the sort of incredible relationship assistants and their executives can have was when Chris and Sheila showed up at 11:30PM on a Saturday night at a gay club in the middle of Boystown with a handful of friends to cheer on Ike in one of his drag shows.

FINALISTS



Karen Lindsey,
Riveredge Hospital



Kathy Kubik,
PGIM Real Estate Finance



Ana Reyes-West,
HERE Technologies



Colleen Barrett: Servant Leader and Superstar

When The Admin Awards was launched in 2012, we sat down with Colleen Barrett to ask her for her thoughts and experiences on the administrative profession. Her answers from that September interview, edited for brevity; are below:

What did you like most about being a secretary?

I like to serve so you have to start there. I loved to solve problems. And I loved to

give exemplary or positive customer service delivery on behalf of whomever I was working for. Life is all about relationships... you have an opportunity in the administrative group to form more relationships than probably any other position — even much higher up on that so-called ladder because you are very often that first point of contact with the outside world or the customer...life is just one big grassroots campaign as far as I'm concerned.

What did you like the least?

I didn't like anything that was routine. I loved to master projects, but, for example, filing was only interesting to me because I loved to be able to find anything that anyone was looking for ... I've never liked rote work. (But) there's some that goes in every job no matter what position you're in.

What was the most challenging aspect of serving Herb Kelleher?

Being a nanny for 45 years for a man who has always thought he was 17 regardless of any year that was added to his personal calendar!

Herb is 87 and soon to be 88 and he's going on 17. I'm 74 going on 90 because Herb is 87 going on 17. He's a great servant leader. He loves life and you almost can't be around him and not catch that love of life and love of people. He's constantly learning.

And the best aspect?

It was truly feeling his egalitarian spirit and appreciating the fact that he valued my judgment and thinking as a team member.

Did you ever think you would rise from Secretary to President and COO of Southwest Airlines?

Quite honestly it wasn't something I wanted, and I never wanted to be CEO—and I made that very clear to the Board—that isn't my strength.

My strength is customer service and people and everything that touches people, and, honestly, being President and CEO wasn't my favorite position at Southwest...my favorite position was Executive Vice President- Customers. Customer to us means employees, passengers, and shareholders, so I could really touch everything. I could touch every department. And as President...I had to do a lot more external things...I did them...I can't say I hated them...(but) I like to get down and dirty and really roll up my sleeves.

**"Be authentic.
Be real.
Remember
who you are."**

What advice do you have for Admins?

Love. Everybody. Just love. It's a word that corporate America doesn't use very much...always remember where you came from — so that you know how far you've come...I don't think most of us start out thinking we're going to be the President of the United States or the CEO of a company...and I think...be humble and appreciate what you get. To me psychic satisfaction is 10 times more important than pay or title. Be authentic. Be real. Remember who you are.

WINNER**{ THE ABOVE THE CALL AWARD }****KAREN BROWN****UNITED ENTERTAINMENT GROUP**

Karen Brown has been an Executive Assistant at United Entertainment Group for 9 years. She's been in the administrative role for over 49 years, including her time at UEG. Karen works closely with Account Teams, Partners, and Clients for travel logistics and meeting setup (in and out of the office,) and has a Can Do! Let's Do It! attitude. She also works hands on with all team members to assist in navigating through company systems and assuring access to necessary resource tools. Karen is a mother of 3 and grandmother of 5, loves movies, live entertainment music and

comedy, volunteering with women empowerment groups, and is an Independent Beauty Consultant with Mary Kay. Her passions include enriching the lives of women, traveling, reading, and spending time with her daughter who works for Edelman Chicago—Kim Smith, Sr. Expense Auditor, A/P.

FINALISTSAnnette Ramos,
Bel BrandsHynita Hillard,
Palmer House
HiltonLinda M. Bohannon,
BlueCross BlueShield
AssociationMaribel Reyes,
Sysmex America, Inc.Sheila Halenza,
SAP**WINNER****{ THE ACHIEVER AWARD }****JILL FARINO****SYSMEX AMERICA**

Jill Farino has been at Sysmex America for 19 years working as the Training Coordinator in the Center for Learning (CFL), which offers both in-house and virtual training for customers, sales representatives and technical teams. Before Sysmex, Jill worked at Carlson Wagonlit Travel for 13 ½ years.

Jill supports customers to ensure they have the best virtual learning experience and to assist with technical troubleshooting. She is responsible for scheduling the virtual classes. In addition, Jill monitors the customer email box responding to

customer requests for assistance. Jill also manages advanced customer classes held in the CFL monthly. She schedules customers to the appropriate class, and handles all travel arrangements and food while they are at the training center. In addition, Jill supports Sales and Technical training as well as large in house meetings. Jill resides in Antioch, IL with her husband and three college age sons.

FINALISTSVlyia Land,
MAG USAMonica Baber,
O'Brien InternationalKim Chantelois,
Ferguson PartnersRachel Cerniuk,
Southwest Airlines**WINNER****{ THE OFFICE MANAGER
OF THE YEAR AWARD }****STEPHANIE HAFFORD****FIDELITY INVESTMENTS**

Ms. Hafford assumed her current position within Fidelity Clearing & Custody Solutions (FCCS) in April 2006 and reports directly to FCCS Senior Vice President, Managing Director. Ms. Hafford is currently an Office Manager at Fidelity Investments focusing on relationship management, efficient office operations, financial reports, special projects, event planning and providing an exceptional client experience for internal and external partners. Ms. Hafford received a Bachelor of Arts degree in social sciences from DePaul University of Chicago in 1998 and is an

office manager professional building strong alliances and friendships both professionally and personally. She was featured in the 2011 LPGA Golf Clinics for Women Guide To Golf. In her spare time you can find her painting, out on a golf course perfecting her golf game, or mentoring young girls through the Rich Harvest Farms, Kids Golf Foundation: Thinking Outside The Tee Box.

FINALISTSRay Madrigal,
Zeno GroupChristy Harting,
Alzheimer's Association
Greater Missouri ChapterDeborah Stanich,
EvedBryane Vander Pluym,
AVANT CommunicationsEric Moler,
Perl Mortgage, Inc.**SYSMEX AMERICA
CONGRATULATES**

Pam De Vries, Jill Farino and Maribel Reyes
on becoming 2019 Admin Award Finalists!

We value your dedicated service and
commitment to the Sysmex Way.

CONGRATULATIONS

To our 2019 Achiever Award Finalist

KIM CHANTELOIS!

Thank you for your continued hard work and dedication.
We are truly lucky to have you as part of the FPL family!

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FINALISTS

Debbie Tennissen,
Clifford Law OfficesValerie O'Geese,
Shriver CenterTHE ADMINISTRATIVE EXCELLENCE
IN LEGAL SERVICES AWARD
MARIA FLORES
HYATT HOTELS CORPORATION

Maria currently serves as an Executive Administrative Assistant at Hyatt Hotels and Resorts. One of Maria's most impressive talents is her ability to see the full picture when it comes to the Legal Department, understanding the various aspects of the Hyatt team's work across transactions, litigation and general department administration. Her keen intelligence and knack for supporting others never fails to add value to the department's work. In fact, projects like the new outside counsel invoicing system could not have been completed without her -- and certainly not as successfully.

WINNER



FINALISTS

LaShawn Murray,
BlueCross BlueShield
AssociationColleen Lieberstein,
Dealer InspireSarah Johnston,
Hyatt Hotels
CorporationAnn Estey,
EnsembleIQPamela De Vries,
Sysmex America Inc

THE LEADERSHIP AWARD

KAREN LINDSEY
RIVEREDGE HOSPITAL

Karen Lindsey is the Executive Coordinator at Riveredge Hospital in Forest Park, IL--the largest free-standing behavioral health hospital in the State of Illinois. Riveredge Hospital provides a full continuum of inpatient and outpatient behavioral health services for children, adolescents and adults. As a member of the senior leadership team, Karen manages medical staff services, coordinating schedules for multiple leaders, functions as the contract liaison between the facility and corporate legal department, and a host of other administrative operational responsibilities. Karen has been with Riveredge Hospital for over 17 years. Karen lives in Frankfort, IL with her husband David and their two sons, Daniel and Darius, daughter, Ashley and two granddaughters, Ailani and Addison. Karen is a proud supporter of Congo Square Theatre Company, a non-for-profit ensemble group where she has served on their Host Committee for their 2018 annual gala, as well as co-sponsored fundraising events.

WINNER



FINALISTS

Amy Planz-Zimmerman,
Kaleidoscope GroupAndre'a Moore,
Shirley Ryan AbilityLabSarah Jackson,
PSP PartnersSharon Jones,
True Partners Consulting LLC

THE LOYALTY AWARD

CATHY McCUE
SOUTHWEST AIRLINES

With over 27 years as a vital Team member at Southwest Airlines, Cathy has developed an acute awareness of how a passionate and knowledgeable Admin can be the secret weapon in a Team's success. Cathy currently assists her award winning MDW Team as a Station Service Specialist. Her responsibilities have a tremendous impact on Southwest's largest Station, Midway International Airport. Cathy's diverse background makes her a true Leader within the MDW Station Service Office. Being the most senior member in the SSO, Cathy has embraced the lead role in training, developing and sharing knowledge to continue the legacy of success. Being a compassionate communicator makes Cathy an invaluable administrator with Worker's Compensation piece. Her institutional knowledge helps her organize & disseminate Midway's Worker's Compensation information between several different SWA departments and vendors. Cathy is eager to continue to emulate and advance the model of Administrative Excellence created by Colleen Barrett.

WINNER



Riveredge
Hospital
Congratulates
Karen Lindsey



2019 Chicago Admin Awards Finalist for
The Colleen Barrett Award for
Administrative Excellence
&
The Leadership Award

*Thank you for your endless dedication
and commitment to excellence!*

*Proudly,
Your Riveredge Family*

Michelle Kovacs
Spirit Award Finalist

Thank you for exemplifying the "Get it Done"
spirit that makes Grainger a great place to work



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WINNER**{ THE ROOKIE OF THE YEAR AWARD }****MICHELLE MELENDEZ****PALMER HOUSE HILTON**

Michelle currently serves as the Administrative Coordinator at Palmer House Hilton. In her job at Palmer House, Michelle supports five managers, and ensures that all assignments meet their individual standards. Though her daily schedule can change in the blink of an eye, Michelle tackles each challenge with immense skill and a wide smile, always welcoming the opportunity to grow. It's no surprise then that Michelle is a role model not only to her colleagues, but also to her daughter Marina, showing her each and every day

that anything is possible with hard work and a positive attitude.

FINALISTS

Jessica Huff,
Lake Forest Academy



Aja Saunders,
Sprout Social

WINNER**{ THE SPIRIT AWARD }****MICHELLE KOVACS****GRAINGER**

Michelle Kovacs assumed the role of Sr. Executive Assistant to the Chairman & CEO in 2018. In this role she provides direct support, general daily management and acts as an extension of her leader to support the achievement of business objectives. She also coaches assistants with a strong focus on development to succeed within current roles and preparing for future roles within the organization. Michelle joined Grainger in 2004. During her 14 years with Grainger, she has progressed through the

organization, taking on roles with increasing responsibility. Michelle began her Grainger career with the Integrated Supply Division and within six months made the move to the Commercial Sales organization. She then transitioned to the Supply Chain organization to support the VP Global Product Management. She has supported the current Chairman and CEO as he progressed through the organization spanning areas of Global Supply Chain, Corporate Strategy and Continuous Improvement, International, and the Online Business Model to his current position.

FINALISTS

Padmaja Madhusingh,
Utopia Global Inc.



Janet Chartraw,
BlueCross BlueShield
Association



Phyllis Gregg,
DePaul University



HYATT SALUTES OUR FINALISTS –
MARIA FLORES & SARAH JOHNSTON

*Living our purpose by caring
for others every day.*

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**Congratulations
to our very
own Superstar!**

Ana Reyes-West

2019 Admin Awards
Colleen Barrett Award Finalist

**Thank you for all that
you do, each and
every day!**

here



Janet Chartraw



Linda M. Bohanon



Lashawn Murray

**Congratulations
to our finalists -
we couldn't do it
without you!**



**BlueCross
BlueShield
Association**



Spirit Award
MICHELLE KOVACS
Grainger



Colleen Barrett Award
for Administrative Excellence
IKE SAUNDERS
Joseph P. Kennedy Enterprises, Inc.



Above the Call Award
KAREN BROWN
United Entertainment Group



Rookie of the Year Award
MICHELLE MELENDEZ
Palmer House Hilton



Achiever Award
JILL FARINO
Sysmex America



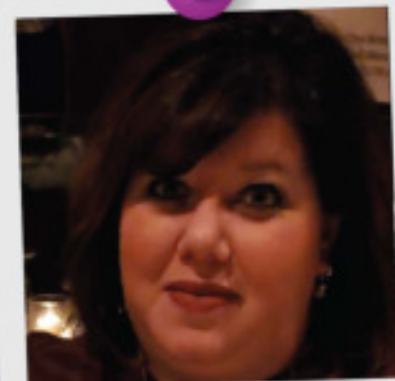
Loyalty Award
CATHY MCCUE
Southwest Airlines



Office Manager of
the Year Award
STEPHANIE HAFFORD
Fidelity Investments



Leadership Award
KAREN LINDSEY
Riverside Hospital



Administrative Excellence
in Legal Services Award
MARIA FLORES
Hyatt Hotels Corporation

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